



Procurement Policy

We want to work with suppliers who share our values and support us in delivering our purpose to create better outcomes whilst achieving wider social, economic and environmental benefits. We value our suppliers and seek to build lasting relationships, treating our suppliers and partners fairly and paying promptly.

This policy sets out what you should expect from us when we buy goods and services and the requirements that must be followed by every one of our businesses, in every country we operate, when doing so.

We are committed to

- Developing strategic supplier arrangements and supporting the use and growth of small and medium enterprises (SME's) and social enterprises in our supply base
- Encouraging and working with suppliers to achieve the highest standards within our supply chain including the provision of safe working conditions, treating workers with dignity and respect, acting ethically and being environmentally responsible
- Complying with all applicable regulatory and legal obligations
- Identifying and fulfilling our environmental compliance obligations, across all of our countries and activities
- Collaborating with our supply chain to maintain the highest level of ethical standards in the conduct of our business affairs

In line with our

Supplier Charter

What you should expect from us

- We will provide a clear and fair procurement process and seek to build lasting relationships with our suppliers
- We recognise good supplier performance through repeat business opportunities
- We will make payments in accordance with agreed payment terms
- We will monitor compliance of our supply base in accordance with our supplier charter
- Use sustainability criteria in the assessment and selection of our suppliers
- We will provide a framework (including guidance, awareness and tools) for ongoing assurance of business resilience activities with our suppliers

What we expect from you if you are involved in procuring goods and services on our behalf

- To demonstrate the commitments of this policy by acting with integrity and sensitivity when handling personal information
- To complete all privacy training that applies to you
- To Speak Up if you face a situation where you are not sure what to do or have a concern in relation to this policy
- Our Speak Up Policy sets out the channels available to you to do so. No action will be taken against you if you report a genuine concern whether any concerns are proven or not
- Ensure our goods and services are procured in accordance with our No PO No Pay process
- To work with us to provide sustainable and lower-carbon alternatives where practicable
- Purchase products and services that are responsibly and ethically sourced. We have zero-tolerance for Modern Slavery and reserve the right to terminate a relationship with a supplier or third party that cannot demonstrate compliance with our Human Rights and Modern Slavery policy

How we achieve this

- Every division and function in Capita must adhere to this policy, our supplier charter and associated standard and procedures
- We take policy non-compliance very seriously. Exceptions are reported and managed through our governance mechanisms, which ultimately includes to our Risk and Audit committees



Suraj Naik

Group Procurement Director

November 2025